

# State of Vermont

Buildings and General Services  
Office of Purchasing & Contracting  
10 Baldwin St  
Montpelier VT 05633-7501  
USA

## CONTRACT



**Vendor ID 0000018109**  
**Staples Contract & Commercial Inc**  
**500 Staples Dr**  
**Framingham MA 01702-4478**  
**USA**

<b>Contract ID</b> 0000000000000000000017693		<b>Page</b> 1 of 6
<b>Contract Dates</b> 07/01/2010 to 06/30/2012		<b>Origin</b> CPS
<b>Description:</b> CPS-OFFICE SUPPLIES		<b>Contract Maximum</b> \$9,999,999.00
<b>Buyer Name</b> Laraway, Elizabeth	<b>Buyer Phone</b> 828-4658	<b>Contract Status</b> Approved

**Phone #:**

Line #	Item ID	Item Desc	UOM	Unit Price	Max Qty	Max Amt
1		GENERAL OFFICE SUPPLIES	EA	0.01000	0.00	0.00

### CONTRACT TERMS AND ADDITIONAL INFORMATION

THIS CONTRACT IS ISSUED IN ACCORDANCE WITH THE STATE OF VERMONT RFP FOR OFFICE SUPPLIES ISSUED JANUARY 19, 2010 AND VENDOR'S RESPONSE DATED MARCH 12, 2010 AND BEST AND FINAL OFFER DATED APRIL 27, 2010.

STATE OF VERMONT ATTACHMENT C: STANDARD STATE CONTRACT PROVISIONS DATED JANUARY 8, 2009 AND ATTACHMENT D: COMMODITY PURCHASES TERMS AND CONDITIONS DATED DECEMBER 8, 2008 ARE ATTACHED AND INCORPORATED AS PART OF THIS ORDER.

SCOPE OF CONTRACT: STAPLES CONTRACTING AND COMMERCIAL IS TO PROVIDE TO THE STATE OF VERMONT HIGH QUALITY OFFICE SUPPLIES.

CONTRACT PERIOD: THIS CONTRACT IS WRITTEN FOR A PERIOD OF TWENTY-FOUR (24) MONTHS WITH THE OPTION TO RENEW FOR TWO (2) ADDITIONAL TWELVE (12) MONTH PERIODS UPON MUTUAL AGREEMENT OF BOTH PARTIES.

CUSTOMIZED ON-LINE CATALOG GENERATION: THE STATE WILL REQUIRE THAT THE STAPLES CONTRACTING AND COMMERCIAL CREATE A CUSTOMIZED 24-HOUR ACCESS ONLINE CATALOG FOR STATE CONTRACT USERS ONLY AT NO ADDITIONAL COST. THE CONTRACT WILL ALLOW ONLY AUTHORIZED USERS PURCHASING CAPABILITIES FROM THIS ON-LINE CATALOG. THIS "FIXED PRICE" CATALOG WILL CONSIST OF THE MOST ORDERED ITEMS KNOWN AS THE CORE LIST. THIS TOOL WILL BE USED TO DRIVE USERS TO CHOOSE THE ITEMS ON THE CONTRACT RECEIVING THE GREATEST DISCOUNT. STAPLES CONTRACTING AND COMMERCIAL WILL SUPPLY ALTERNATE ITEMS FOR PURCHASE WHEN A NON CORE LIST ITEM IS SELECTED.

CUSTOMIZED CATALOGS: STAPLES CONTRACTING AND COMMERCIAL WILL SUPPLY AT THE REQUEST OF AN AGENCY SALES CATALOGS THAT WILL SHOW ALL PRODUCTS AVAILABLE. THESE CATALOGS WILL BE "CUSTOMIZED" WITH A SPECIAL COVER AND BINDER AND BOUND WITH AN INFORMATIONAL LETTER PLUS OTHER POSSIBLE BOUND-IN ADDITIONS DEVELOPED IN CONJUNCTION WITH THE OFFICE OF PURCHASING AND CONTRACTING. THE STATE WILL REQUIRE AT NO ADDITIONAL CHARGE TO THE STATE A SPECIAL ENVIRONMENTALLY PREFERABLE OFFICE PRODUCTS CATALOG SUPPLEMENT TO BE DISTRIBUTED TO AGENCIES AS REQUESTED. A USING AGENCY MAY REQUEST AN ELECTRONIC VERSION OF THE CATALOG INSTEAD OF A PAPER BOUND COPY. THIS ELECTRONIC VERSION WILL BE IN THE FORM OF A COMPACT DISC AND WILL REFLECT THE SAME INFORMATION IN THE CUSTOMIZED CATALOG.

ON-LINE ORDERING SYSTEM: STAPLES CONTRACTING AND COMMERCIAL MUST HAVE A WEB-BASED ORDERING SYSTEM THAT ALLOWS STATE AGENCIES/DEPARTMENTS TO ORDER ITEMS DIRECTLY VIA THE INTERNET. STAPLES CONTRACTING AND COMMERCIAL WILL PROVIDE GROUP AND INDIVIDUAL TRAINING SESSIONS TO NEW USERS OF THIS SYSTEM AS REQUIRED. THE CONTRACTOR WILL ESTABLISH A VERMONT CONTRACT PAGE ON ITS WEB SITE ON WHICH WILL APPEAR THE MOST UP TO DATE PRODUCT PRICING AND OTHER RELEVANT CONTRACT INFORMATION, AS WELL AS LINKS TO PRODUCT INFORMATION.

ADDRESS BOOK: STAPLES CONTRACTING AND COMMERCIAL'S ORDERING SYSTEM MUST BE ABLE TO MAINTAIN A CURRENT ADDRESS BOOK OF ALL STATE AGENCY LOCATIONS AND VERIFY THAT THE "SHIP TO" ON THE ORDER MATCHES THE ONE ON THE PACKING SLIP.

NEXT DAY DELIVERY: STAPLES CONTRACTING AND COMMERCIAL MUST BE ABLE TO MAKE NEXT DAY, OFFICE (DESKTOP) DELIVERY TO ANY LOCATION IN THE STATE OF VERMONT. THIS REQUIRES THAT IF THE STAPLES CONTRACTING AND COMMERCIAL RECEIVES THE ORDER BY 5:00 PM, THE ITEM(S) WILL BE DELIVERED BY CLOSE OF BUSINESS ON THE NEXT BUSINESS DAY. THERE WILL BE NO CHARGE FOR DELIVERY. WITH EACH ORDER THERE WILL BE A PACKING SLIP WHICH WILL SHOW THE ITEM, QUANTITY ORDERED, QUANTITY SHIPPED AND QUANTITY BACK-ORDERED. ALL DELIVERIES ARE TO BE SIGNED FOR BY THE RECEIVING DEPARTMENT. THE STATE OF VERMONT WILL NOT ACCEPT RESPONSIBILITY FOR ANY SHIPMENT MADE WITHOUT PROOF OF DELIVERY. THE CONTRACT WILL HAVE FULL RESPONSIBILITY FOR TRACKING ORDERS AND REISSUING ORDERS NOT RECEIVED BY THE CUSTOMER. ALL SUPPLIES AND EQUIPMENT PRICING IS TO INCLUDE F.O.B. DELIVERY TO THE ORDERING FACILITY. NO REQUEST FOR EXTRA DELIVERY COST WILL BE HONORED. ALL EQUIPMENT SHALL BE DELIVERED ASSEMBLED, SERVICES, OILED AND READY FOR IMMEDIATE USE, UNLESS OTHERWISE REQUESTED BY THE PURCHASING AGENCY. LIABILITY FOR PRODUCT DELIVERY REMAINS WITH THE STAPLES CONTRACTING AND COMMERCIAL UNTIL PROPERLY DELIVERED AND SIGNED FOR IN ACCORDANCE WITH THE STANDARD STATE CONTRACT PROVISIONS AND THE OFFICE OF PURCHASING AND CONTRACTING COMMODITY TERMS AND CONDITIONS.

THE MINIMUM ORDER CHARGE SHALL BE \$100.00

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<b>Buyer Name</b> Laraway, Elizabeth	<b>Buyer Phone</b> 828-4658	<b>Contract Status</b> Approved

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NO RESTOCKING CHARGE: STAPLES CONTRACTING AND COMMERCIAL WILL NOT IMPOSE A RESTOCKING CHARGE FOR RETURNED ITEMS.

PRODUCT AVAILABILITY: STAPLES CONTRACTING AND COMMERCIAL WILL HAVE A MEANS OF IMMEDIATELY NOTIFYING THE STATE WHEN A PRODUCT HAS BEEN DISCONTINUED AND PROVIDE DETAILS AND SAMPLES OF THE PROPOSED SUBSTITUTE. WHEN AN ORDER IS RECEIVED FOR A DISCONTINUED ITEM, THE SUBSTITUTE ITEM MUST BE OF EQUAL OR GREATER DOLLAR VALUE AND/OR APPROVED BY THE OFFICE OF PURCHASING AND CONTRACTING. THE STATE RESERVES THE RIGHT TO REJECT ANY PROPOSED SUBSTITUTIONS THAT IT FEELS DOES NOT MEET ITS QUALITY STANDARDS. A SAMPLE OF THE PROPOSED ITEM MAY BE REQUIRED PRIOR TO THE OFFICE OF PURCHASING AND CONTRACTING ACCEPTING THE SUBSTITUTION.

LOCK OUT ITEMS: THE STATE OF VERMONT MAINTAINS A NUMBER OF SEPARATE CONTRACTS FOR PRODUCTS THAT WILL NOT BE COVERED UNDER THIS AGREEMENT. THESE CONTRACTS REPRESENT AREAS THAT THE STATE OF VERMONT FEELS ARE BEST DEALT WITH BY A SPECIFIC BID PROCESS AND THE PRODUCTS MADE AVAILABLE TO ALL STATE AGENCIES. OFFICE SUPPLIES DESIGNATED AS "LOCK OUT" ITEMS CANNOT BE PURCHASED FROM THIS CONTRACT. STAPLES CONTRACTING AND COMMERCIAL SHALL INSTRUCT CONTRACT USERS THAT THEY ARE NOT ABLE TO AUTHORIZE THE PURCHASE OF ANY "LOCK OUT" ITEM FROM THE CONTRACT AWARD. THE STATE RESERVES THE RIGHT TO ADD OR DELETE FROM THIS LIST DURING THE CONTRACT PERIOD. THE LOCK OUT ITEM LIST ASSOCIATED WITH THIS CONTRACT INCLUDES:

OFFICE EQUIPMENT: FAX MACHINES, COMPUTER, PRINTERS, TELEPHONES, COPIERS, ETC.

OFFICE FURNITURE: FILE CABINETS, DESKS, CHAIRS, BOOKCASES, CREDENZAS, ETC.

APPLIANCES: REFRIGERATORS, MICROWAVES, ETC.

AUDIO/VIDEO AND PHOTOGRAPHIC EQUIPMENT: TELEVISIONS, CAMCORDERS, ETC.

NON-COMPLIANT PRODUCTS: COPY PAPER THAT DOES NOT MEET THE STATE'S REQUIREMENT FOR PROCESSED CHLORINE FREE AND RECYCLED CONTENT. SEE SPECIAL PAPER REQUIREMENTS BELOW.

CLEANING PRODUCTS: SANITIZING WIPES, CHEMICAL CLEANERS (GLASS, CARPET) ETC.

PERSONALIZED GIFT/CLOTHING ITEMS: T-SHIRTS, HATS, MUGS, AND PENCILS ETC.

PRINTING: TO INCLUDE BUT NOT LIMITED PRINTING OF BROCHURES, MAGAZINES, AND FLYERS ETC.

SPECIAL PAPER REQUIREMENTS: THE STATE SECRETARY OF ADMINISTRATION HAS MANDATED THAT ALL AGENCIES AND DEPARTMENT OF THE VERMONT STATE GOVERNMENT USE ONLY PROCESSED CHLORINE FREE 100% RECYCLED CONTENT COPY/PRINTER PAPER. CONSEQUENTLY STAPLES CONTRACTING AND COMMERCIAL WILL DISALLOW OR BLOCK ALL ON-LINE ORDERS FOR CUT PAPER THAT IS NOT CHLORINE FREE AND 100% RECYCLED CONTENT.

SPECIAL RECORD BOX REQUIREMENT: VERMONT STATE ARCHIVES AND RECORDS ADMINISTRATION REQUIRES ALL STATE OF VERMONT AGENCIES TO USE A SPECIFIC BRAND OF RECORD BOX MADE BY THE PAIGE COMPANY CALL THE MIRACLE BOX (SKU # P515CT). STAPLES CONTRACTING AND COMMERCIAL WILL BE REQUIRED TO STOCK THIS BRAND IN ADDITION TO OTHER BRANDS OF RECORD STORAGE BOXES.

REBATES OR INCENTIVE PLANS: STAPLES COMMERCIAL AND CONTRACTING WILL PAY THE STATE OF VERMONT A RETENTION REBATE OF \$350,000.00 WITHIN FORTY-FIVE (45) CALENDAR DAYS OF EXECUTING THE AGREEMENT. NO PORTION OF THE RETENTION REBATE WILL BE PAID IF THIS AGREEMENT HAS BEEN TERMINATED PRIOR TO THE ABOVE PAYMENT DATE. IN THE EVENT EITHER PART TERMINATES THIS AGREEMENT AT ANY TIME PRIOR TO THE END OF THE INITIAL TERM, UNLESS SUCH TERMINATION IS BY THE STATE OF VERMONT SOLELY AS A RESULT OF STAPLES CONTRACTING AND COMMERCIAL MATERIAL BREACH OF THIS AGREEMENT, THE STATE OF VERMONT WILL REIMBURSE THE RETENTION REBATE BY PAYING STAPLES CONTRACTING AND COMMERCIAL AN AMOUNT EQUAL TO THE RETENTION REBATE ACTUALLY PAID DIVIDED BY 24 FOR EACH MONTH OR PORTION THEREOF BY WHICH THE INITIAL TERM IS SHORTENED AS A RESULT OF SUCH EARLY TERMINATION. SHOULD CONTRACT BE RENEWED FOR ANY ADDITIONAL TERMS THE ADDITIONAL REBATE WOULD BE \$175,000 IN YEAR THREE AND \$175,000 IN YEAR FOUR. ADDITIONAL REBATES ARE COMPRISED OF AN UNCAPPED 2% VOLUME REBATE AND A 2% REBATE FOR AN AVERAGE ORDER SIZE OVER \$200.00 TO BE PAID ANNUAL ON CONTRACT ANNIVERSARY

STAPLES CONTRACTING AND COMMERCIAL BELIEVES THAT CONSOLIDATED ORDERS ARE CRUCIAL TO THE EFFICIENT ORDERING OF SUPPLIES, AND OFFERS THE STATE OF VERMONT \$30,000 FOR AGREEING TO AN ORDER MINIMUM OF \$100.00. THE \$30,000 WILL BE PAID TO THE STATE OF VERMONT UPON THE FULL EXECUTION OF THE CONTRACT. THE ORDER MINIMUM WILL BE PUT INTO EFFECT UPON THE FULL EXECUTION OF THE CONTRACT. ADDITIONALLY, STAPLES WILL PROVIDE ASSISTANCE IN COMMUNICATING THE ORDER MINIMUM, AND ITS PURPOSE, TO THE END-USER COMMUNITY.

RETAIL STORES: STAPLES CONTRACTING AND COMMERCIAL SHOULD PROVIDE IDENTICAL PRICING TO THE STATE WHEN ITS EMPLOYEES PURCHASE ITEMS AT PHYSICAL RETAIL LOCATIONS PROVIDED SUCH LOCATIONS EXIST. IDENTICAL PRICING MEANS THAT THE PURCHASES AT PHYSICAL RETAIL LOCATIONS WOULD RECEIVE THE SAME PRICING AS STATED IN THIS CONTRACT. IF

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<b>Buyer Name</b> Laraway, Elizabeth	<b>Buyer Phone</b> 828-4658	<b>Contract Status</b> Approved

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THERE IS A SALE PRICE THAT IS LOWER THAN THE CONTRACT PRICE AT THE TIME OF PURCHASE, THE CUSTOMER WILL RECEIVE THE LOWER PRICE FOR THAT ITEM.

PURCHASING CARD: STAPLES CONTRACTING AND COMMERCIAL MUST BE ABLE TO ACCEPT THE STATE OF VERMONT'S PURCHASING CARD (VISA CARD) AS A FORM OF PAYMENT. STAPLES CONTRACTING AND COMMERCIAL SHALL BE AWARE THAT HE/SHE IS RESPONSIBLE FOR THE CREDIT CARD USER-HANDLING FEE ASSOCIATED WITH CREDIT CARD PURCHASES.

TRAINING: COST FOR TRANSITION AND/OR TRAINING WILL NOT BE CHARGED TO THE STATE. STAPLES CONTRACTING AND COMMERCIAL WILL BE REQUIRED TO PERFORM OUTREACH SERVICES TO ALL AGENCIES AND DEPARTMENTS. DURING THESE OUTREACH VISITS STAPLES WILL EDUCATE THE AGENCIES AND/OR DEPARTMENTS PERSONNEL ON CONSOLIDATING ORDERS, INCREASES THE ORDER EFFICIENCY OF THE OFFICE BY REDUCING THE NUMBER OF SMALL ORDERS PLACED. STAPLES CONTRACTING AND COMMERCIAL WILL DECREASE THE NUMBER OF OVERS UNDER \$100.00 BY 50% THE FIRST CONTRACT YEAR.

TO BETTER SERVE THE STATE OF VERMONT, STAPLES CONTRACTING AND COMMERCIAL WILL PROVIDE A SERIES OF END-USER TRAINING PROGRAMS TO BE HELD DURING THE FIRST SIX MONTHS OF THE FIRST TERM OF THE CONTRACT. IN ORDER TO KEEP THE END-USER COMMUNITY UP-TO-DATE, STAPLES WILL ALSO CONDUCT AT LEAST ONE ADDITIONAL PROGRAM SESSION EACH YEAR. THE TRAINING WILL HIGHLIGHT ORDERING EFFICIENCIES AND HELP END-USERS IDENTIFY ALTERNATE PRODUCT SAVINGS. THIS TRAINING WILL BE CONDUCTED AT NO COST TO THE STATE OF VERMONT.

QUARTERLY MEETINGS: STAPLES CONTRACTING AND COMMERCIAL WILL BE REQUIRED TO ATTEND QUARTERLY MEETINGS EITHER IN PERSON OR BY TELEPHONE WITH THE OFFICE OF PURCHASING AND CONTRACTING STAFF WHERE PROBLEMS CAN BE DISCUSSED AND MARKETING PLANS FORMULATED AND REPORTS TO BE DELIVERED ELECTRONICALLY. STAPLES CONTRACTING AND COMMERCIAL MAY ALSO ARRANGE VISITS BY STATE PERSONNEL TO THEIR FACILITIES. STAPLES WILL PROVIDE REPORTS OF CURRENT OUTREACH, WHO VISITED, WHEN, AND OUTCOME OF VISIT AND IF THERE HAS BEEN ANY CHANGE IN THE ORDERING METHOD OF THAT AGENCY.

SEMI-ANNUAL MEETINGS: STAPLES CONTRACTING AND COMMERCIAL WILL BE REQUIRED TO PRESENT AT A SEMI-ANNUAL MEETING THE LATEST REPORTS OF CURRENT SPEND, TARGET GOALS, INCENTIVES, REBATES, OUTREACH STATISTICS AND OTHER INFORMATION AS REQUESTED.

STAPLES COMMERCIAL AND CONTRACTING WILL BE REQUIRED TO PRODUCE EACH QUARTER A LISTING OF MOST COMMONLY PURCHASE ITEMS AND MADE RECOMMENDATIONS AS THE A MORE COST EFFECTIVE ITEM OR PROVIDE LOWER PRICE SUGGESTIONS. STAPLES COMMERCIAL AND CONTRACTING WILL IDENTIFY AND SUGGEST ITEMS THAT CAN BE POINTED TO LOWER COST ITEMS.

STAPLES CONTRACTING AND COMMERCIAL WILL PROVIDE WITHIN IT'S ORDERING SYSTEM POINTERS TO ITEMS THAT ARE MORE COST EFFECTIVE (RECOMMENDED ALTERNATIVES) AND/OR CONTAIN MORE RECYCLED CONTENT.

STAPLES CONTRACTING AND COMMERCIAL WILL IDENTIFY END USERS WHO DO NOT TAKE ADVANTAGE OF THE RECOMMENDED ALTERNATIVES AND PROVIDE THE DEPARTMENT, LOCATIONS, NAME OF INDIVIDUAL, THE ITEMS PURCHASED, COST OF THE ITEM, THE ALTERNATIVE ITEMS AND THE ALTERNATIVES PRICING AS WELL AS A COMPARISON OF THE COST DIFFERENTIAL.

STAPLES WILL MONITOR THE STATE OF VERMONT'S RETURNED PRODUCT PERCENTAGE TO ENSURE IT REMAINS BELOW THE STAPLES NATIONAL AVERAGE OF 2.5% OF TOTAL VOLUME. IN THE EVENT THAT THE STATE OF VERMONT'S RETURN RATE EXCEEDS 2.5% IN ANY 90-DAY PERIOD, STAPLES WILL LAUNCH AN END-USER CONTACT CAMPAIGN TO COMMUNICATE BEST ORDERING PRACTICES INVOLVING RETURNS.

PROBLEM RESOLUTION: PROBLEMS MUST BE RESOLVED TO THE SATISFACTION OF THE STATE WITHIN 5 BUSINESS DAYS.

STAPLES COMMERCIAL AND CONTRACTING CONTACTS:

KAREN MURRAY, SERVICE CONSULTANT  
PHONE: 802-579-9679  
E-MAIL: KAREN.MURRAY@STAPLES.COM

JOHN SCOTT, SENIOR ACCOUNT MANAGER  
PHONE: 1-877-482-8026 X 127  
E-MAIL: JOHN.SCOTT@STAPLES.COM

QUANTITY: THE ANNUAL VALUE AND QUANTITIES ARE ESTIMATED ONLY BASED ON PRIOR USAGE; ACTUAL PURCHASES MAY BE HIGHER OR LOWER DEPENDING ON THE STATE'S NEEDS.

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INVOICING: ALL INVOICES ARE TO BE RENDERED BY THE CONTRACTOR ON THE VENDOR'S STANDARD BILLHEAD AND FORWARDED DIRECTLY TO THE INSTITUTION OR AGENCY ORDERING MATERIALS OR SERVICES AND SHALL SPECIFY THE ADDRESS TO WHICH

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PAYMENTS WILL BE SENT.						

REPORTING PERIOD REPORT DUE  
JANUARY 1 -MARCH 31 APRIL 15



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APRIL 1 - JUNE 30 JULY 15						
JULY 1 - SEPTEMBER 30 OCTOBER 15						
OCTOBER 1 - DECEMBER 31 JANUARY 15						

IF YOU HAVE ANY QUESTIONS REGARDING THIS DOCUMENT PLEASE CONTACT:

BETSY LARAWAY  
PURCHASING AGENT  
802-828-4658  
FAX # 802-828-2222  
betsy.laraway@state.vt.us

**WE THE UNDERSIGNED PARTIES AGREE TO BE BOUND BY THIS CONTRACT**

**By the STATE of VERMONT**

**By the CONTRACTOR**

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Email: \_\_\_\_\_

Email: \_\_\_\_\_